

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 08 December 2021.

I am pleased to confirm the following.

- 1) In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public (i.e. complaints on any issue)?**

1583 complaints

- 2) In the period 1 February 2020 to 31 October 2021 how many complaints from the public has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?**

Unfortunately, we are not able to answer question 2 as our reporting system does not allow for information as detailed as the requirement to be logged.

- 3) In the period 1 February 2020 to 31 October 2021 how many incident reports (e.g. including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?**

DATIX database search for the period of 1 February 2020 to 31 October 2021 under the category of violence and abuse, targeting "visiting" mentions in the description and confirm **14 incidents** were recorded onto the system during this time frame in relation to visiting/visiting policies noted as a causal factor for the abuse towards staff.

- 4) Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?**

We review the visiting process in line with national guidance. The Trust website and staff members are updated regularly if there are changes.

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Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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